



## Legislation Text

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**File #:** 24-1999, **Version:** 1

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**To:** Board of Supervisors

**From:** Anna Roth, Health Services Director

**Report Title:** Contract #77-195-8 with QMetrics, Inc.

☒ Recommendation of the County Administrator ☐ Recommendation of Board Committee

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### RECOMMENDATIONS:

APPROVE and AUTHORIZE the Health Services Director, or designee, to execute on behalf of the County Contract #27-195-8 with QMetrics, Inc., a corporation, in an amount not to exceed \$525,000 to provide Timely Access Provider Appointment Availability Survey (PAAS) for measurement report and report validation services for the period May 1, 2024 through April 30, 2027.

### FISCAL IMPACT:

Approval of this contract will result in contractual service expenditures of up to \$525,000 over a three-year period and will be funded 100% by Contra Costa Health Plan (CCHP) Enterprise Fund II revenues. (No rate increase)

### BACKGROUND:

CCHP has an obligation to provide certain CCHP member services including surveys of CCHP members to facilitate the best practices in providing member services. This contractor provides administration of the annual PAAS and post validation services for CCHP and has been providing member survey services since June 1, 2018. This contract is entered into under and subject to the following legal authorities: California Government Code §§ 26227 and 31000; Health and Safety Code § 1451. Health Services Personnel approved this contract to ensure no conflicts with labor relations. This contractor currently cooperates with and participates in CCHP's Quality Management Program which consists of quality improvement activities to improve the quality of care and services and member experience. Cooperation includes collection and evaluation of performance measurement data and participation in the organization's clinical and service measure Quality Improvement Programs.

The nature of PAAS services is complex and requires seamless coordination, integration and collaboration with existing programs and systems. There is a total of 3 providers in CCHP's service area. CCHP is currently contracted with 3 PAAS companies. This contract renewal will maintain comprehensive area coverage for the entire CCHP membership and meet the Knox-Keene Act, time and distance mandate required by the State of California Department of Managed Health Care (DMHC) services. This contractor has been approved by the Public Works Department's Purchasing Division on March 20, 2024.

On June 27, 2023, the Board of Supervisors approved Contract #77-195-6 with QMetrics, Inc., in an amount not to exceed \$116,412, for the provision of the administration of PAAS and post validation services for CCHP for the period May 1, 2023 through April 30, 2024.

Approval of Contract #77-195-8 will allow the contractor to continue providing PAAS services to CCHP members and county recipients through April 30, 2027. This contract was delayed due to negotiation between Division and Contractor.

**CONSEQUENCE OF NEGATIVE ACTION:**

If this contract is not approved, PAAS services will not be provided and the County will not be in compliance with current Department of Managed Health Care (DMHC) requirements.